

Healthy Street Operations Center

HSOC



Safety with Respect

CITY & COUNTY OF SAN FRANCISCO

Police Department



November 13, 2024

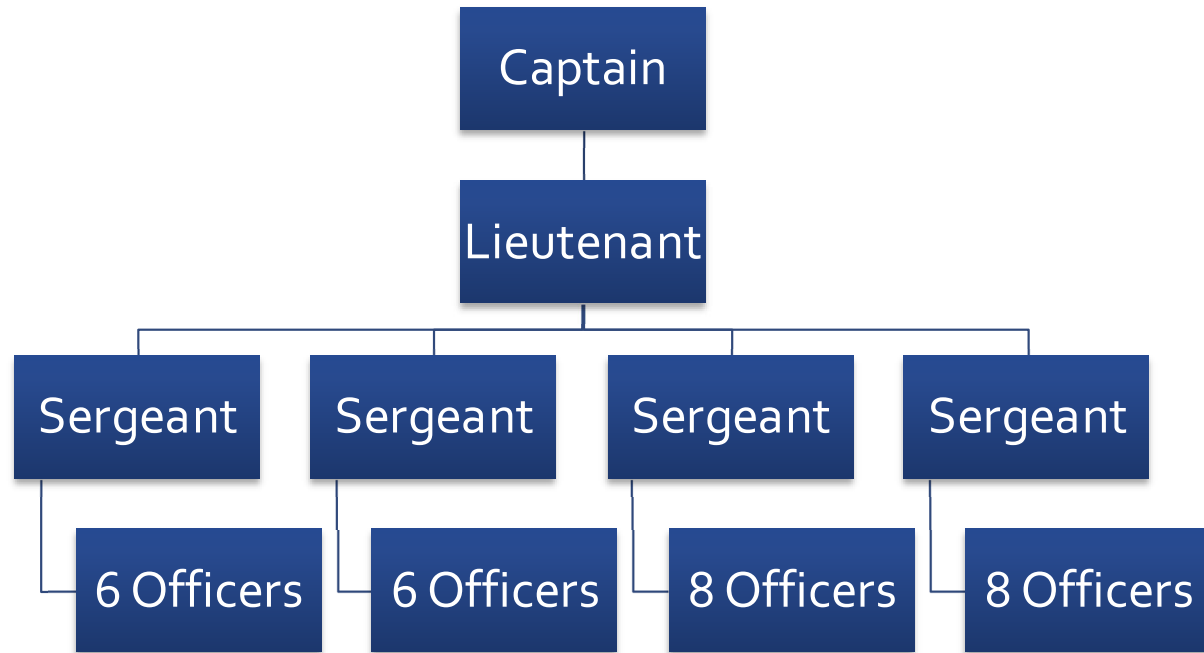
- **Staffing**
- **Responsibilities**
- **Complaint Process**
- **HSOC Statistics**



Overview

HSOC was launched in January 2018





Staffing

2 Sergeants & 14 Officers (Monday-Thursday)

2 Sergeants & 14 Officers (Tuesday-Friday)

****Mondays & Fridays - half the staffing**

HSOC Encampment Resolution Team

(Mandatory 6 officers)

- 2 Pre-Determined locations chosen by the Department of Emergency Management (Monday-Friday)

Joint Field Operation (JFO)

(Mandatory 4 officers)

- Various locations throughout the Tenderloin District chosen by the Department of Emergency Management
- 7 days a week

District Station Support (DSS)

Officers remaining after fulfilling the above mandatory operations

- Monday-Saturday
- Handles requests from Captains, Community, 311 app, and HOM board
- 1-3 tent capacity per location



Responsibilities

HSOC · JFO · DSS

HSOC

DEM (David Nakanishi)

SFFD (Incident Commander)

SFPD

DPW

DPH

ERT (Hot Team)

HSH (Transport)

SFMTA

- **Area: City Wide**
- **Operating Hours: Monday-Friday 0800-1200 & 1300-1600**
- 2 Pre-determined areas for operation
- **Target Areas: Encampments with 5+ tents/structures**
- 72-hour courtesy notice provided by DEM

JFO

DEM (Mark Mazza)

SFFD (Incident Commander)

SFPD

DPW

DPH

Hot Team

SFMTA

- **Area: Tenderloin District**
- **Operating Hours: 7 Days a Week • 0900-1300**
- District divided into 4 Quadrants
- Starting Points (6th/Jessie, Ellis/Polk, Taylor/Ellis, and Leavenworth/Eddy)
- 72-hour courtesy notice provided by DEM

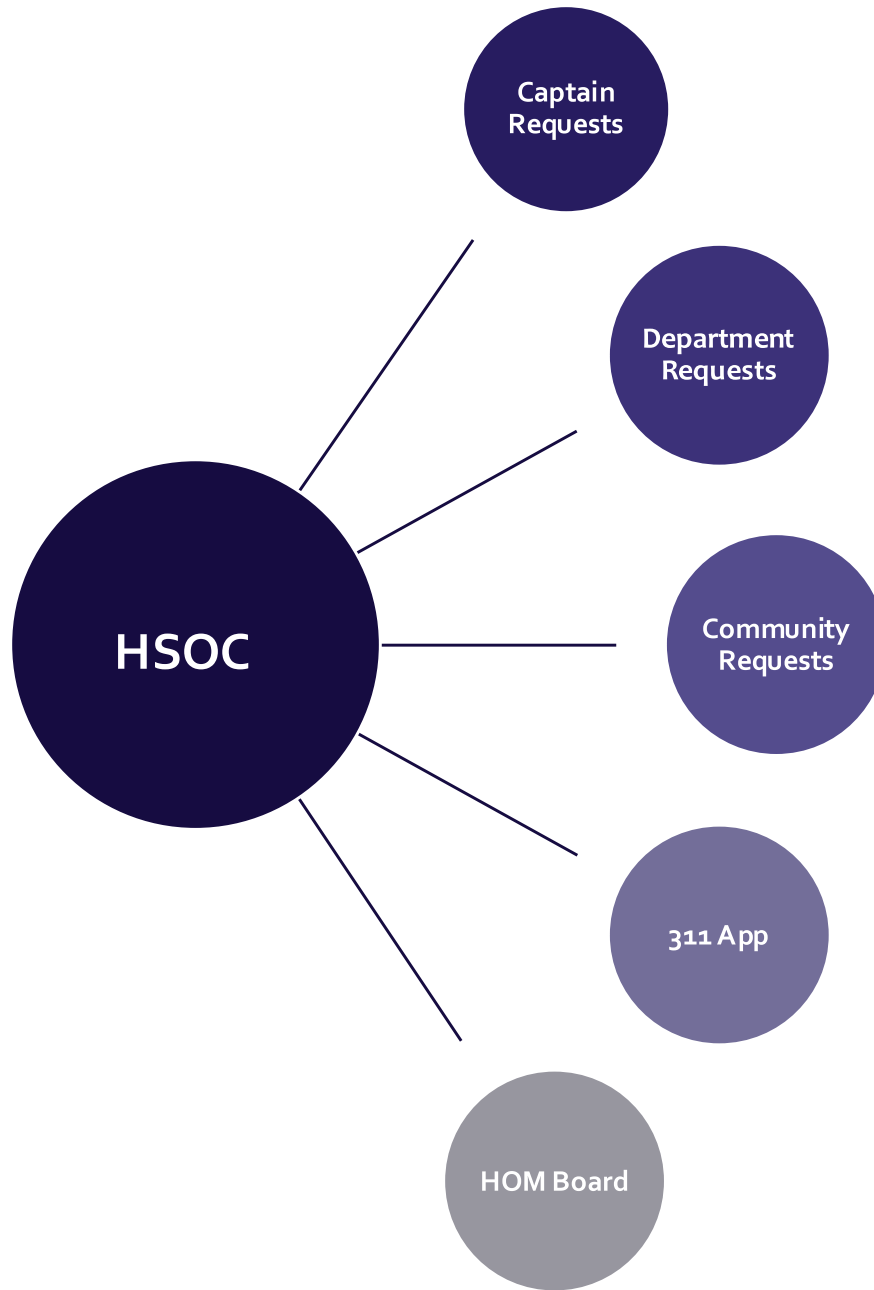
District Station Support (DSS)

SFPD

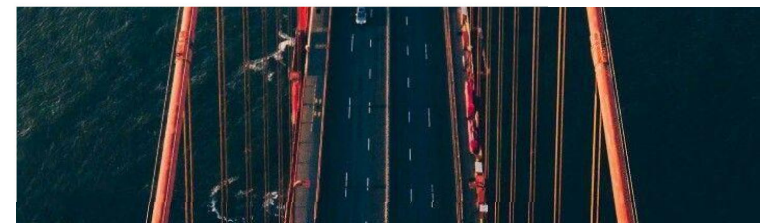
DPW
(Reactionary
Team)

SF Sheriff's
Office
(Wagon)

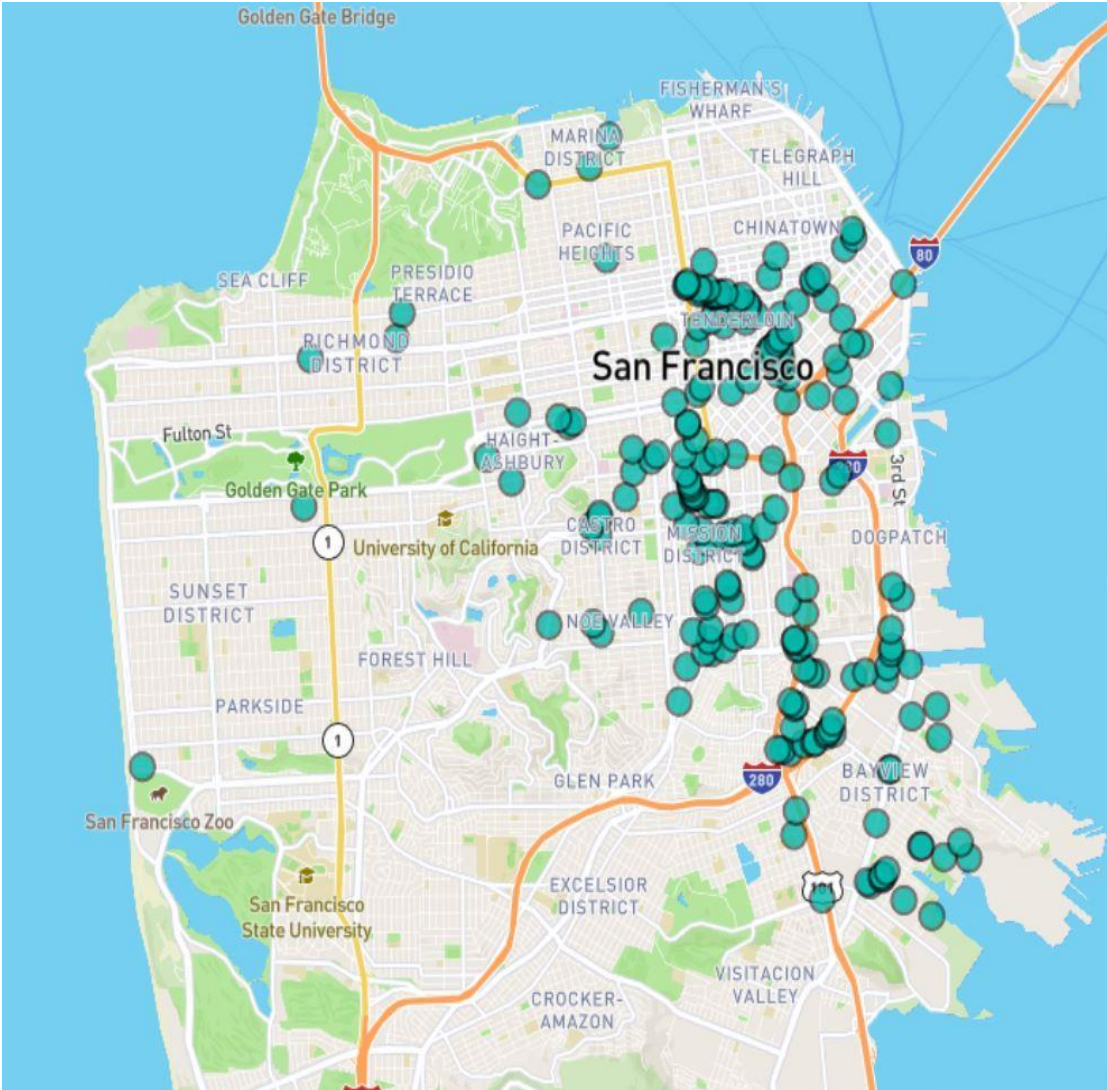
- **Area: All 10 SFPD Districts**
- **Operating Hours: Monday-Friday 0600-1600**
- **Target Areas: Encampments with 1-3 tents/structures**
- Respond to complaints via 311 workers app and District Station Captains



Complaint Process



Safety with Respect



DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING



San Francisco Department of Public Health



Collaborative Effort

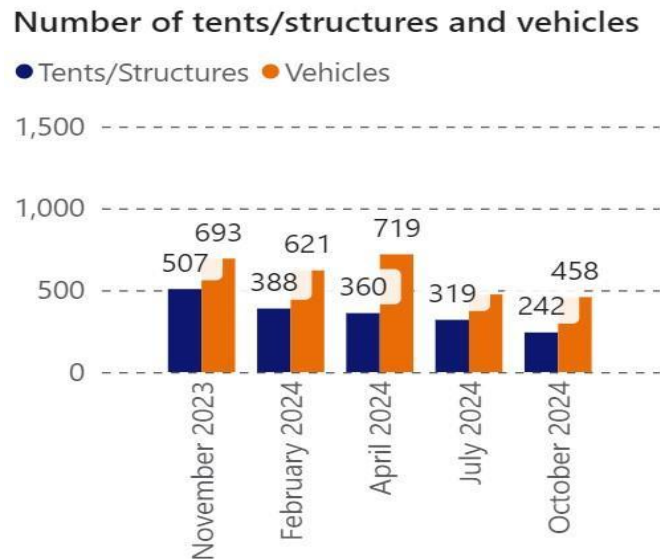
311 Complaint Map as of November 4, 2024

Measuring the Success of HSOC

Source: www.sf.gov/data/healthy-streets-data-and-information

Reduction in tents/structures

Tents/Structures are at it's lowest since the city began quarterly tent count back in April of 2019



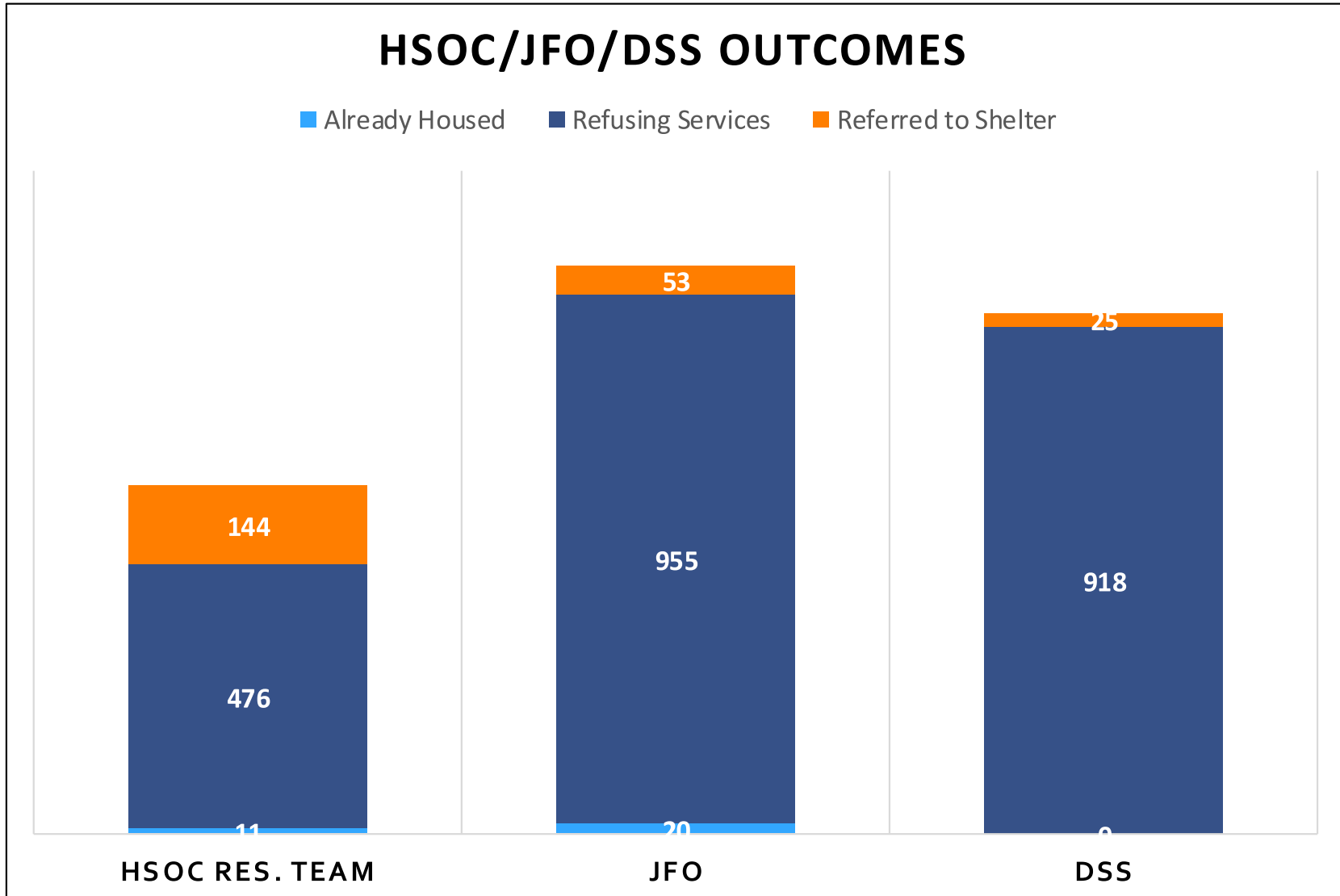
Increase in Enforcement

Arrests and Citations have increased. Figure as of November · 4 · 2024



Non-Enforcement Outreach Data

(September 16, 2024 – November 4, 2024)



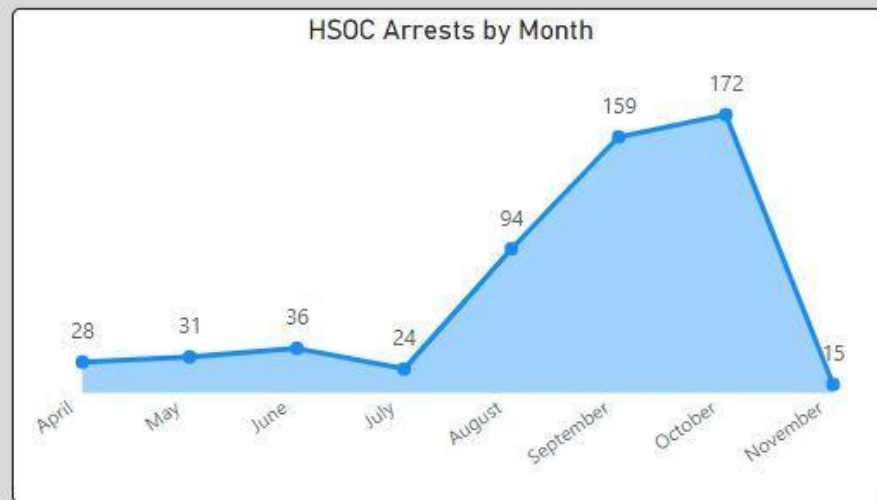
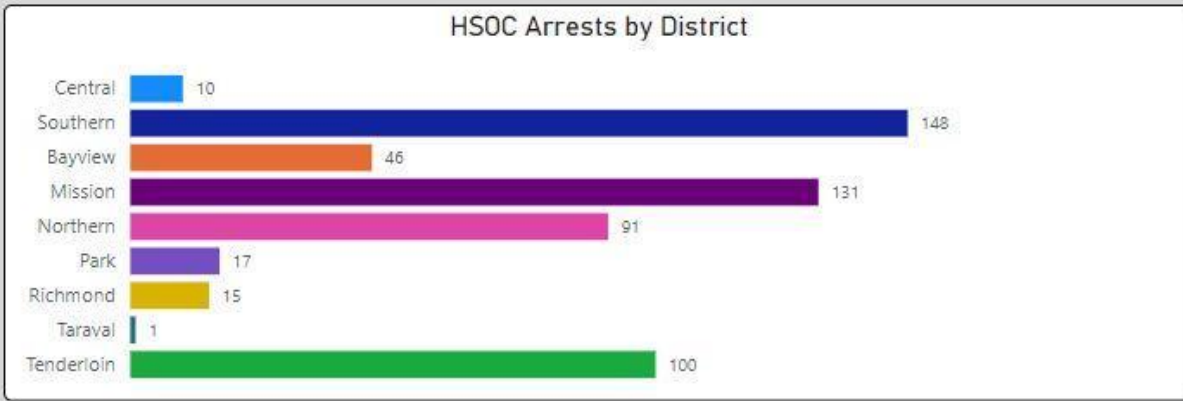
DMACC - Healthy Streets Operations Center (HSOC) - Arrests

(as of November 4, 2024)



All All All All All All All **Total Arrests 559**

TOD/DOW	0	4	5	6	7	8	9	10	11	12	13	14	15	16	Total
Monday	1				3	18	24	13	2	3	10	3			77
Tuesday	5	1	1	1		42	34	18	2	1	13	3	4		125
Wednesday					2	30	28	21	3	1	5	6		3	99
Thursday	2		1		9	47	29	18	2	3	10	8	3	4	136
Friday	1				3	42	27	16	5		12	4	2	3	115
Saturday						3	2	2							7
Total	9	1	2	1	17	182	144	88	14	8	50	24	9	10	559





Thank You